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CERTIFICATE OF MAILING

I hereby certify that this Information Disclosure Statement and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date 3/4/02 in an envelope as "Express Mail Post Office to Addressee" mailing label Number EL029404324US addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza

(typed or printed name of person mailing paper)

Mary E. Anza

(Signature of person mailing paper)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
	:	Examiner: Not Yet Assigned
PATRICK PETERSON ET AL.)	
	:	Group Art Unit: NYA
Application No.: NYA)	
	:	
Filed: concurrently herewith)	
	:	
For: SYSTEM AND METHOD FOR)	
OBSERVING CALLS TO A CALL	:	
CENTER)	

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §§ 1.56, 1.97 and 1.99**

Assistant Commissioner for Patents
Washington, D.C. 20231

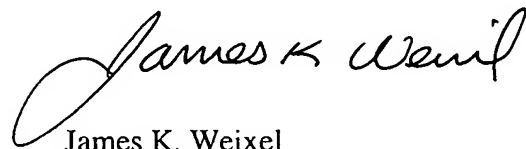
Dear Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, Applicant submits this Information Disclosure Statement pursuant to 37 C.F.R. §§ 1.97 and 1.99 in the above-identified application for consideration by the Patent Office. A listing of the cited documents is also enclosed, as well as, for the Examiner's convenience, copies of the documents.

Applicant does not intend to represent that the document submitted herein is material prior art to this invention or that the list represents an exhaustive search of documents related to this invention.

Applicant requests that the document submitted herein be considered and made of record in this application.

Respectfully submitted,

A handwritten signature in black ink, reading "James K. Weixel". The signature is fluid and cursive, with a large initial "J" and a stylized "W".

James K. Weixel
Reg. No. 44,399

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EXPRESS MAIL NO. EL029404324US FORM PTO 1449 (modified)		ATTY DOCKET NO. 01-4005	APPLICATION NO. NYA
U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE LIST OF REFERENCES CITED BY APPLICANT(S) (Use several sheets if necessary)		APPLICANT PATRICK MANGAN PETERSON ET AL.	
		FILING DATE concurrently herewith	GROUP NYA

jc997 U.S. PTO
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U.S. PATENT DOCUMENTS							
*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	

FOREIGN PATENT DOCUMENTS							
DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES/NO/ OR ABSTRACT		

OTHER DOCUMENT(S) (Including Author, Title, Date, Pertinent Pages, Etc.)	
	D. Stallard, "Talk'N'Travel: A Conversational System for Air Travel Planning," Applied Natural Language Processing ANLP 2000, Seattle, WA.
	E. Levin et al., "CHRONUS, The Next Generation," ARPA Workshop on Spoken Language Technology, 1995, Austin, TX.
	C.H. Lee et al., "On Natural Language Call Routing," Speech Communications, vol. 31, pp. 309-320, 2000.
	H. Chang et al., "An Automated Performance Evaluation System For Speech Recognizers Used In The Telephone Network," International Conference On World Prosperity Through Communications, 1989.
	D.S. Pallett et al., "1993 Benchmark Tests For The ARPA Spoken Language Program," ARPA Workshop on Spoken Language Technology, 1994, Princeton, NJ
	K. Edwards et al., "Evaluating Commerical Speech Recognition and DTMF Technology for Automated Telephone Banking Services," IEEE Colloquium on Advances in Interactive Voice Technologies for Telecommunication Services, 1997.

EXAMINER	DATE CONSIDERED
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.